



An invitation to apply for the position of  
**Constituent Services Coordinator—Office of the Mayor**  
**\$35,537.76 to \$43,388.64 Annually**

Plus excellent benefits  
 Application Deadline: January 16, 2015

**Spokane, Washington**  
 Near Nature, Near Perfect

Nestled in the Inland Northwest at the foothills of the Rocky Mountains, Spokane, Washington, is a vibrant growing community that still has a small-town feel. Spokane's affordable housing, growing arts and theater community, and fine colleges and universities make it a choice destination for families and working professionals alike, and outdoors enthusiasts will relish Spokane's prime location close to skiing, hiking, camping, lakes and beaches, and other recreational pursuits. Spokane is the business hub of the Inland Northwest, with an international airport, multiple business and industrial parks, and high-tech infrastructure. With seventeen local golf courses, award-winning local wineries, Broadway plays at the Opera House, Spokane is a fantastic place to put down roots. There's something here for everyone.

**Nature of Work:**

Manages and develops communications with constituents directly related to the Office of the Mayor. Works closely with the Communications Director to implement communications strategies pertaining to the Mayor's official activities. The position entails working with confidential, urgent and sensitive matters. Inattention or carelessness in the performance of duties may result in embarrassment or liability to the City.

**Supervision:**

Reports to and is directly supervised by the Director – Office of the Mayor.

**Essential Job Functions:**

- Coordinates and composes timely responses to constituent inquiries, including emails, letters, and phone calls using the CRM database. These communications may be prepared for the Mayor or City Administrator's signature. Additional responsibilities are including (but not limited to) mass mailings, proclamations, retirement certificates, service pin letters and executive notes.
- Works with Department Directors to provide appropriate responses to constituent needs and follow-up on casework from the Office of the Mayor.
- Coordinates messaging on important issues and release of information with the Mayor and the Communications Director.
- Works closely with the Mayor to understand the administration's priorities, goals and objectives.
- Develops and manages the Mayor's email database, keeping information current.
- Manages the Boards and Commissions Program, including recruitment, management of databases, update of website, communication with B&C members/applicants/appointees, coordination with City Council for agenda approvals using the OnBase program, and coordinating training for B&C.
- Assists reception if needed in reading and sorting incoming postal and electronic mail; determines action required and handles as necessary or routes as appropriate. Reads screens and logs incoming electronic requests using independent judgment to determine those that require priority attention.
- Works with Mayor's staff on other duties and projects as assigned.

## Requirements of Work (Knowledge, Skills and Abilities):

- Communicate clearly and concisely both orally and in writing; interact tactfully and effectively with those encountered in the course of work; establish and maintain effective working relationships with City leadership, other employees and public; and ability to work successfully in politically sensitive environment.
- Ability to conduct research as appropriate and write reports and create professional publications for distribution.
- Exercise sound judgment in making decisions; problem-solve, coordinate, and facilitate activities of areas of responsibility; and carry out special and general assignments without direct supervision.
- Ability to learn rapidly, City and departmental policies and related regulations and ordinances.
- Ability to multi-task and work under pressure with tight deadlines.
- Ability to maintain strict confidentiality of information received.
- Ability to carry supplies and items used for the job as needed up to 20 pounds.
- Requires high level of proficiency in use of Microsoft Office suite, including Word, Excel, PowerPoint, Publisher, and other applications, such as OnBase, etc.; provide training to others as required; and operate office machines such as facsimile and copy machines

## Minimum Education and Experience:

Bachelor's degree in English, Communications or Political Science from an accredited college or university is preferred, or 2-3 years of experience writing in professional capacity.

## Behavioral Standards:

Respectful, courteous, and friendly to customers, other City employees, and City leadership. A team player that helps the organization meet its objectives. Takes initiative to meet work objectives. Effectively communicates with



customers and other City employees. Gets along with co-workers and managers. Positively represents the City, maintaining the trust City residents have placed in each of us. Demonstrates honest and ethical behaviors.

This position is governed by SMC 1.04 - Code of Ethics.

## Benefits

The City offers an attractive benefits package including:

- Medical
- Dental
- Vision
- Prescription
- Life Insurance
- Vacation
- Sick Leave
- Holidays
- Deferred Compensation
- Other additional benefits.

**The provisions of this bulletin do not constitute a contract, express or implied, and any provisions contained in this bulletin may be modified or revoked without notice.**

## To Apply:

To apply, please submit a cover letter, résumé, and exempt application to the address listed or you may fax it to (509) 625-6379. The exempt application is located at [www.spokanecity.org/jobs](http://www.spokanecity.org/jobs). **Your résumé, cover letter, and exempt application must be received for your application to be complete.**

City of Spokane Human Resources  
808 W Spokane Falls Blvd, 4th floor  
Spokane, WA 99201

Applications may also be submitted via email to [ddaling@spokanecity.org](mailto:ddaling@spokanecity.org).

Complete application packets must be received prior to 5:00 p.m. on January 16, 2015 in order to be considered.

**The City of Spokane is proud to be an Equal Opportunity / Veteran's Preference Employer**